

FIG. 1
100

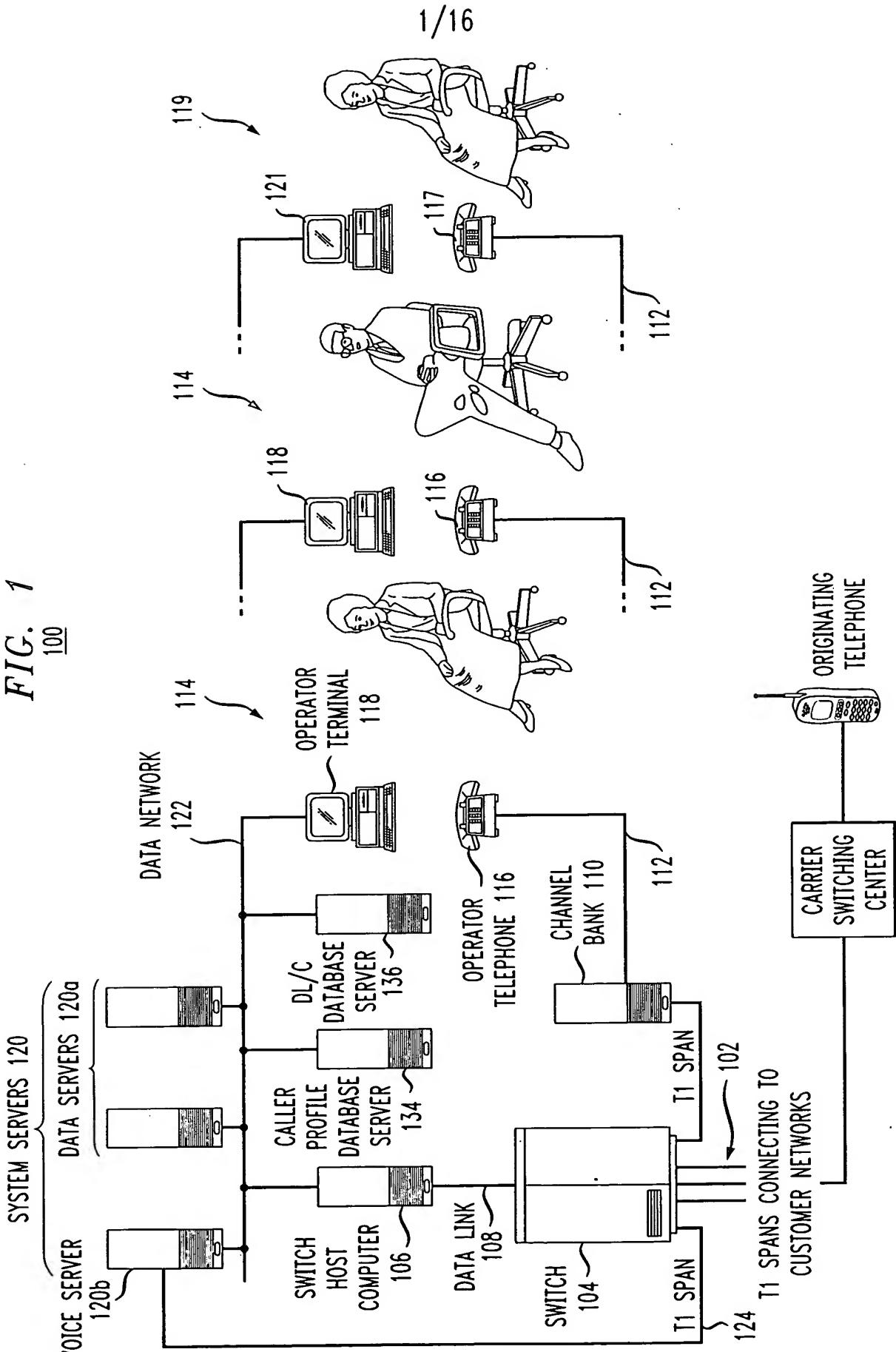
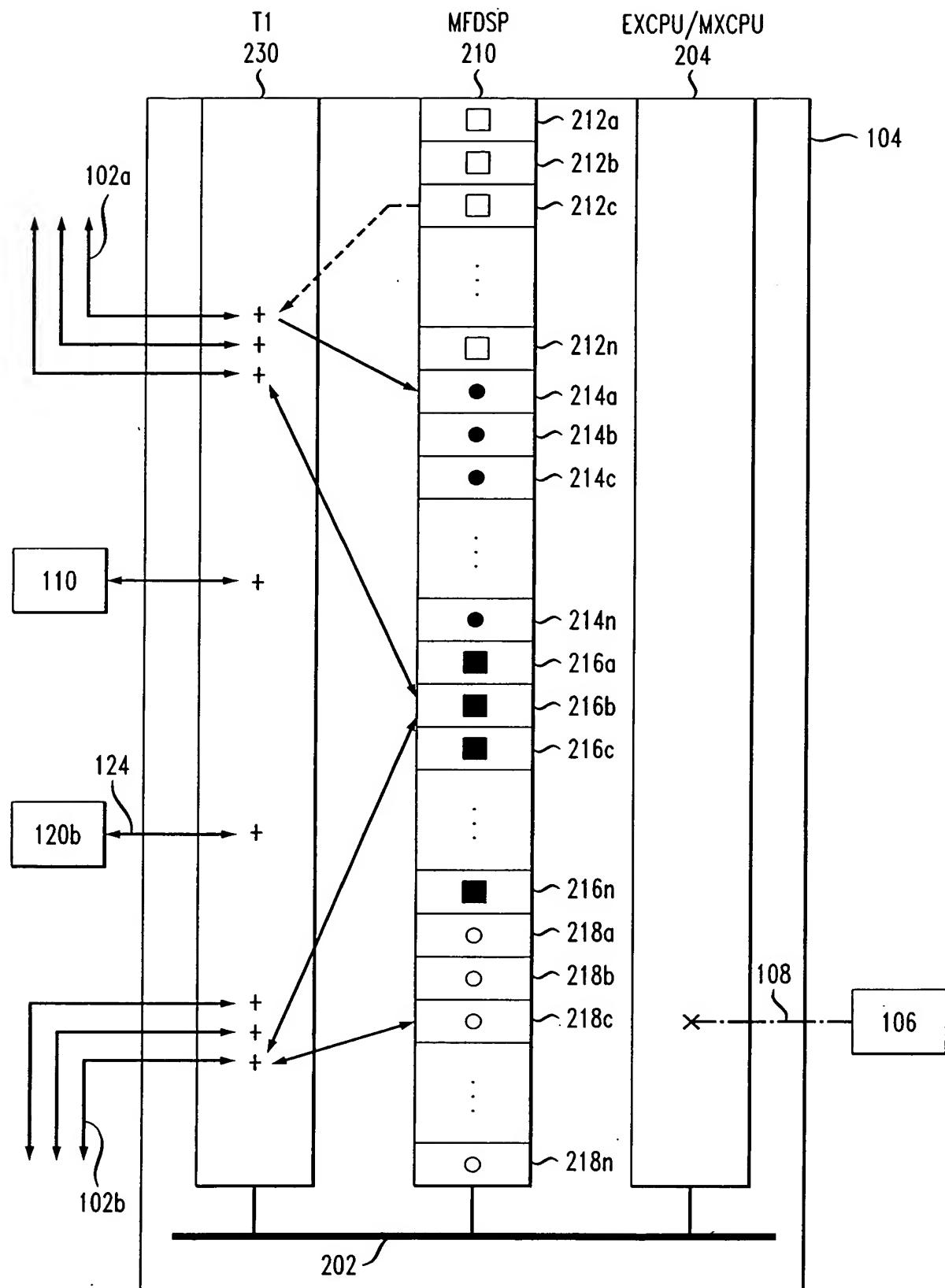


FIG. 2

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— VOICE
- - DATA
- - RINGBACK

FIG. 3

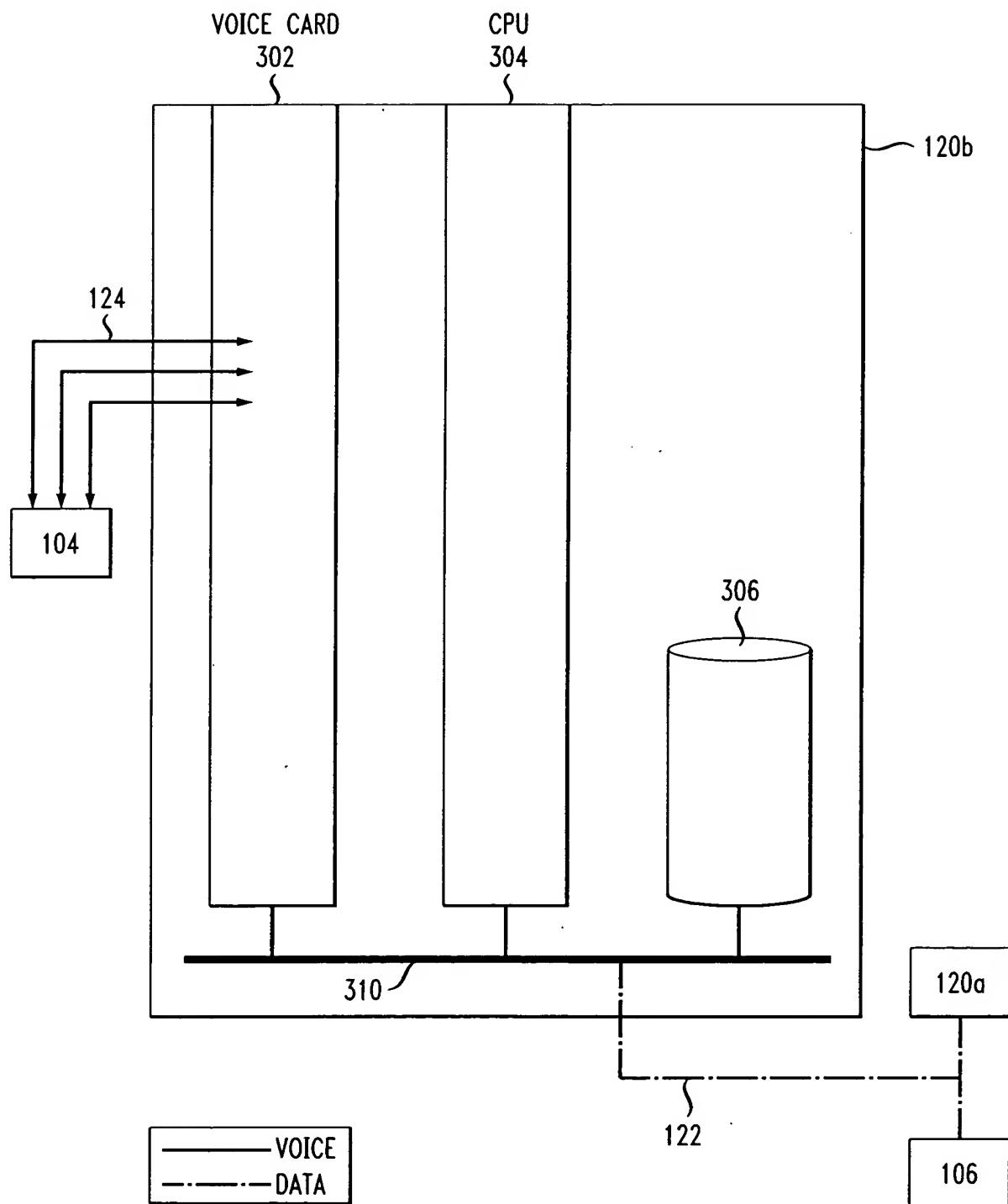


FIG. 4A

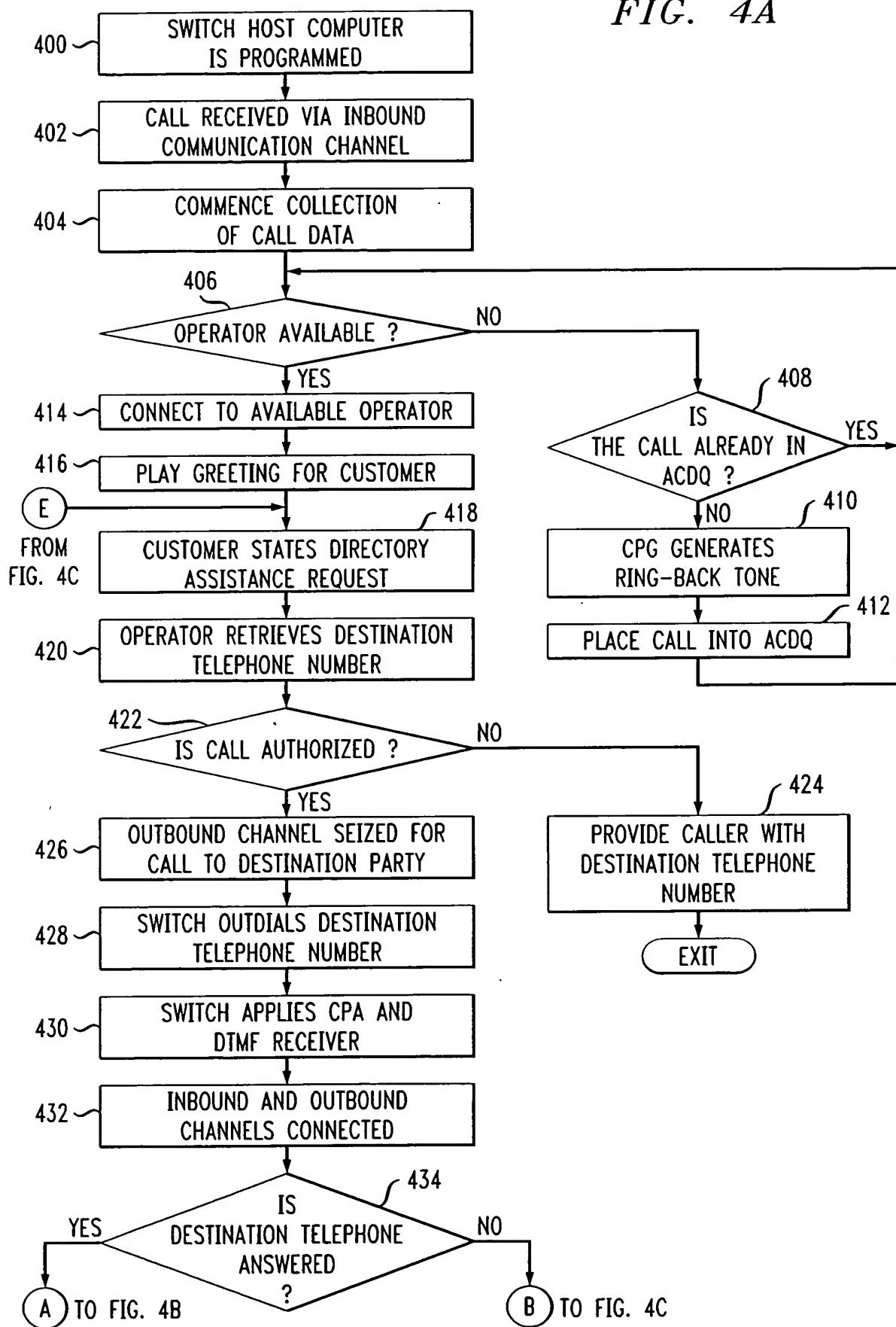


FIG. 4B

FROM FIG. 4A

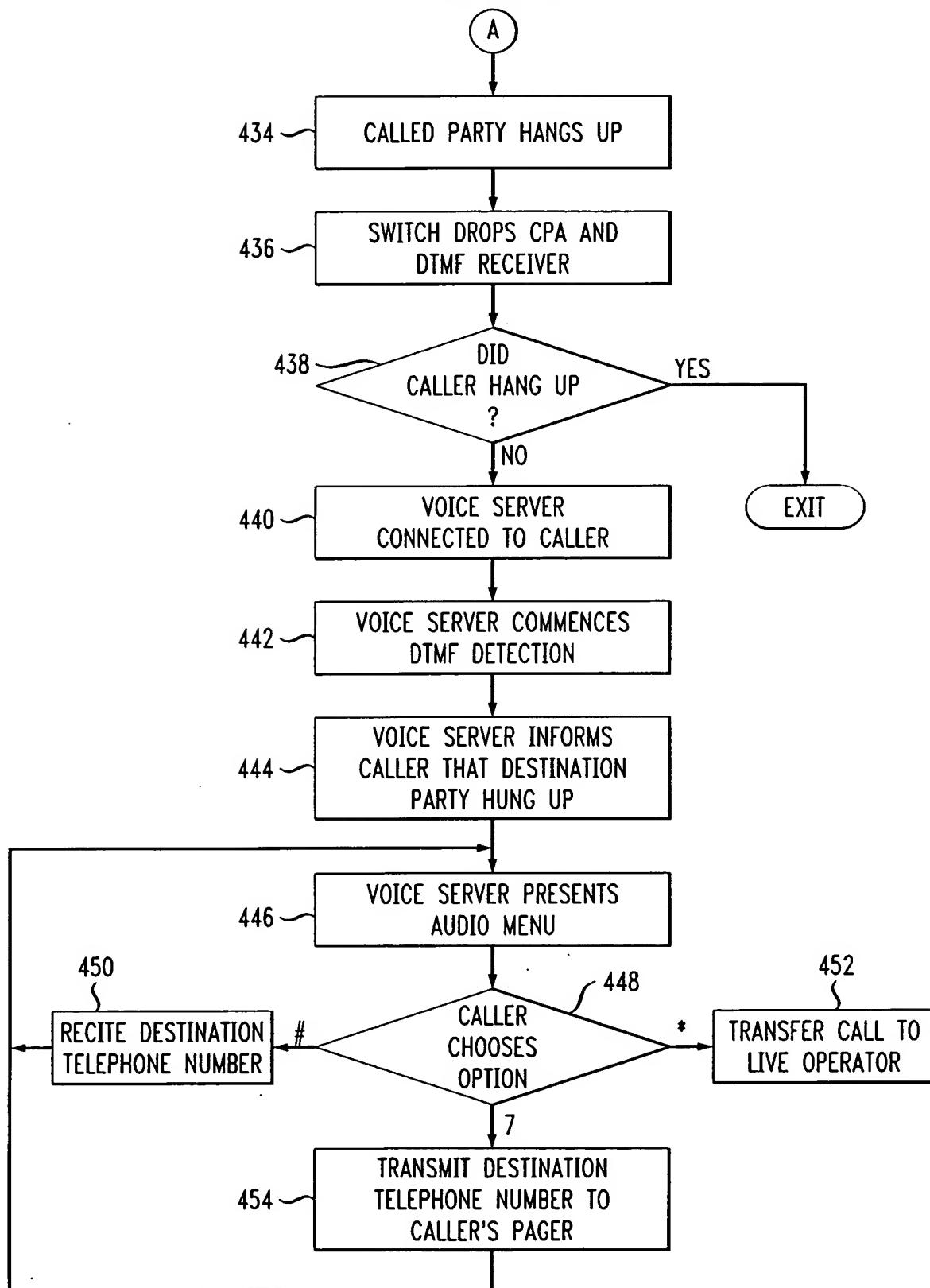


FIG. 4C

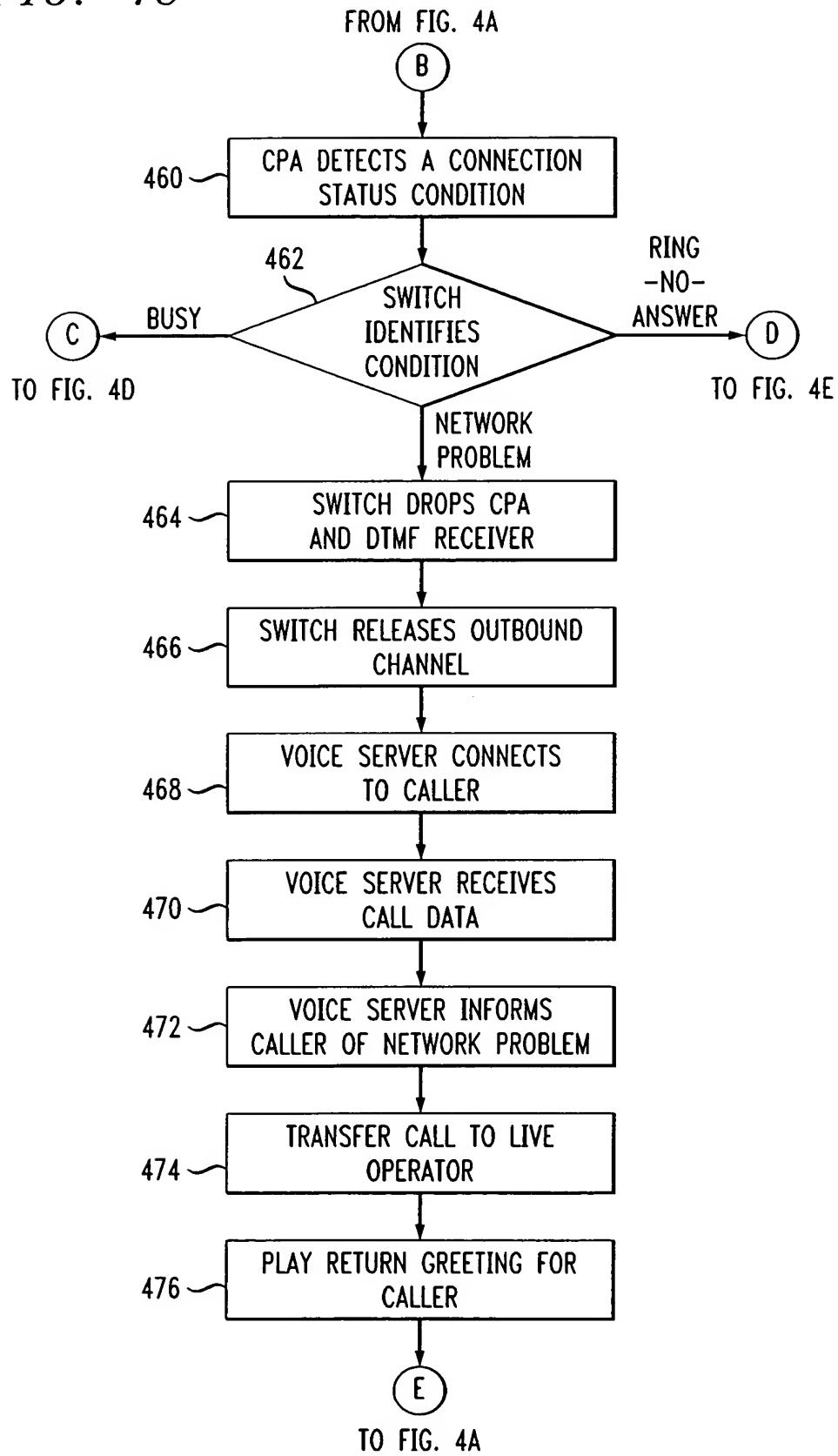


FIG. 4D

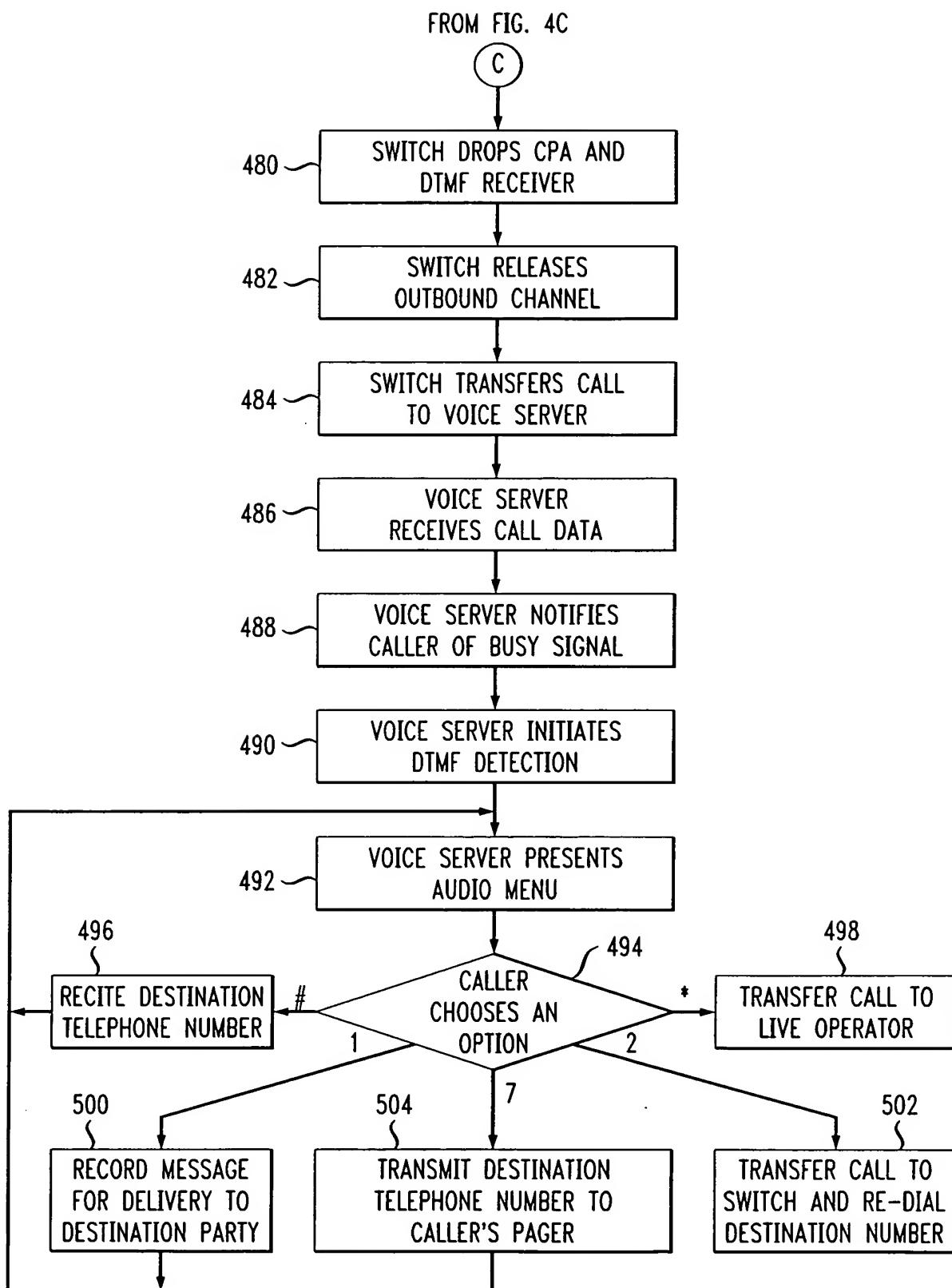


FIG. 4E

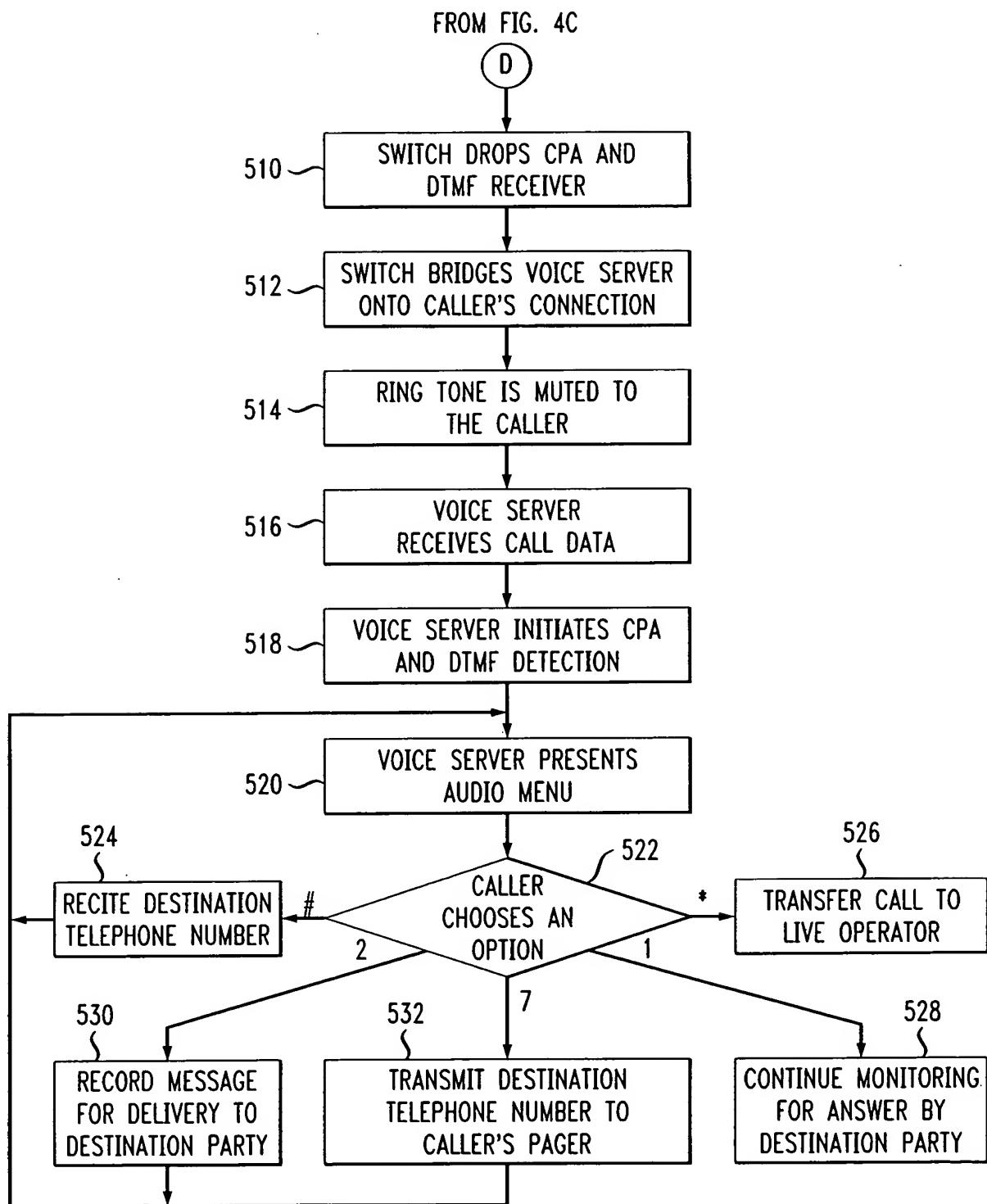


FIG. 5

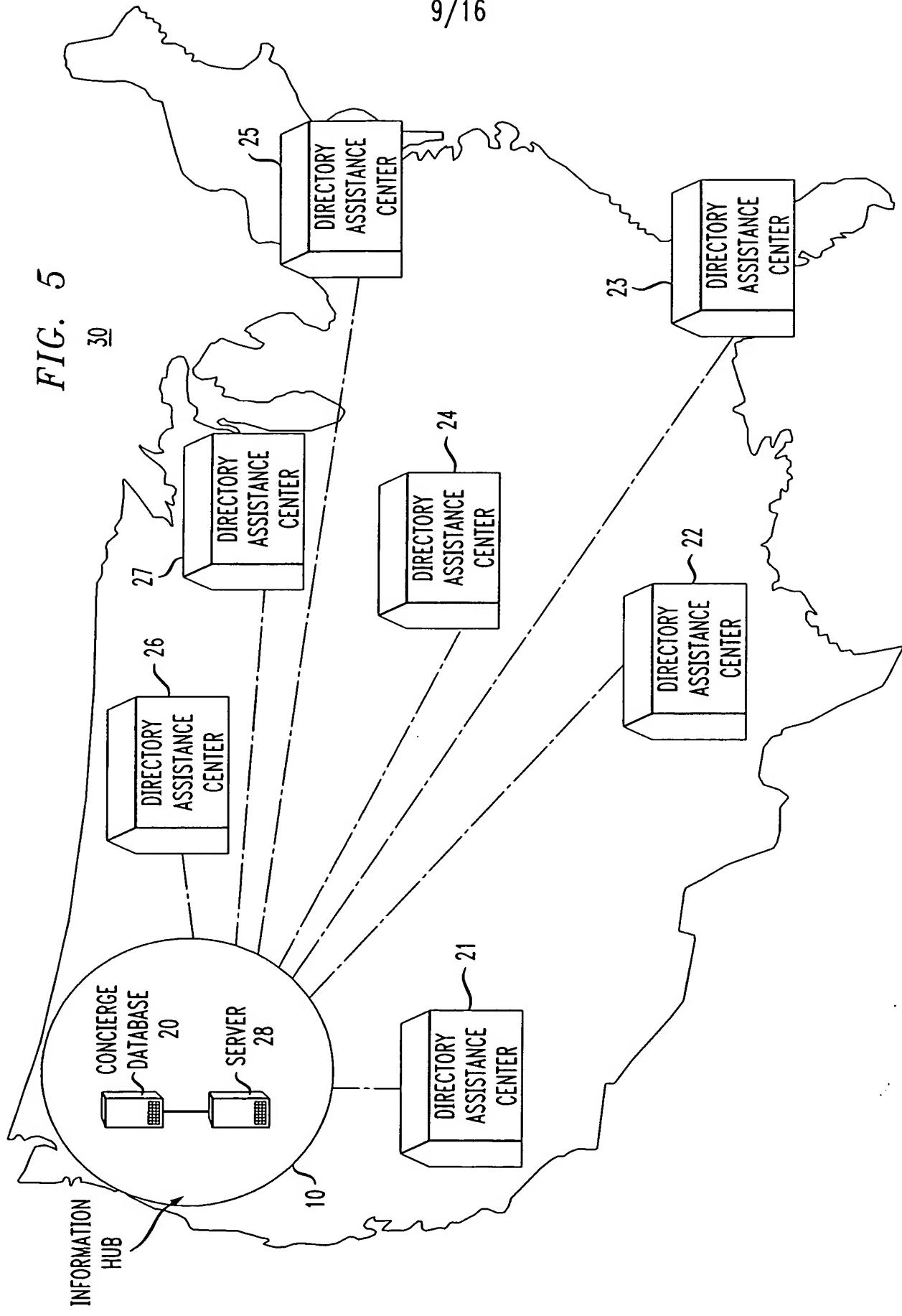


FIG. 6

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Name for Reservation Sharkey, James	① Caller, MIN 619 804 1586	① Caller ID PB		
First Choice Restaurant Name Beach House Restaurant The	Phone ① 760 753 13	Address ① 2530 S Coast Highway 101	City ① Cardiff By The Sea	State ① CA
Second Choice Restaurant Name Vigiluccis	Phone ① 760 634 23	Address ① 1933 San Elijo Av	City ① Cardiff By The Sea	State ① CA
Date of Reservation Thursday March 4, 1999	①	Number in party 2		
Preferred Time 8pm	①	If unavailable then from 7:30pm	to 9:30pm	
Contact Name Sharkey, James	① Method Phone	① Number 619 653 9642		
Contact Name Walker, Jenny	① Method Phone	① Number 619 896 3276		

FIG. 7

FIG. 8

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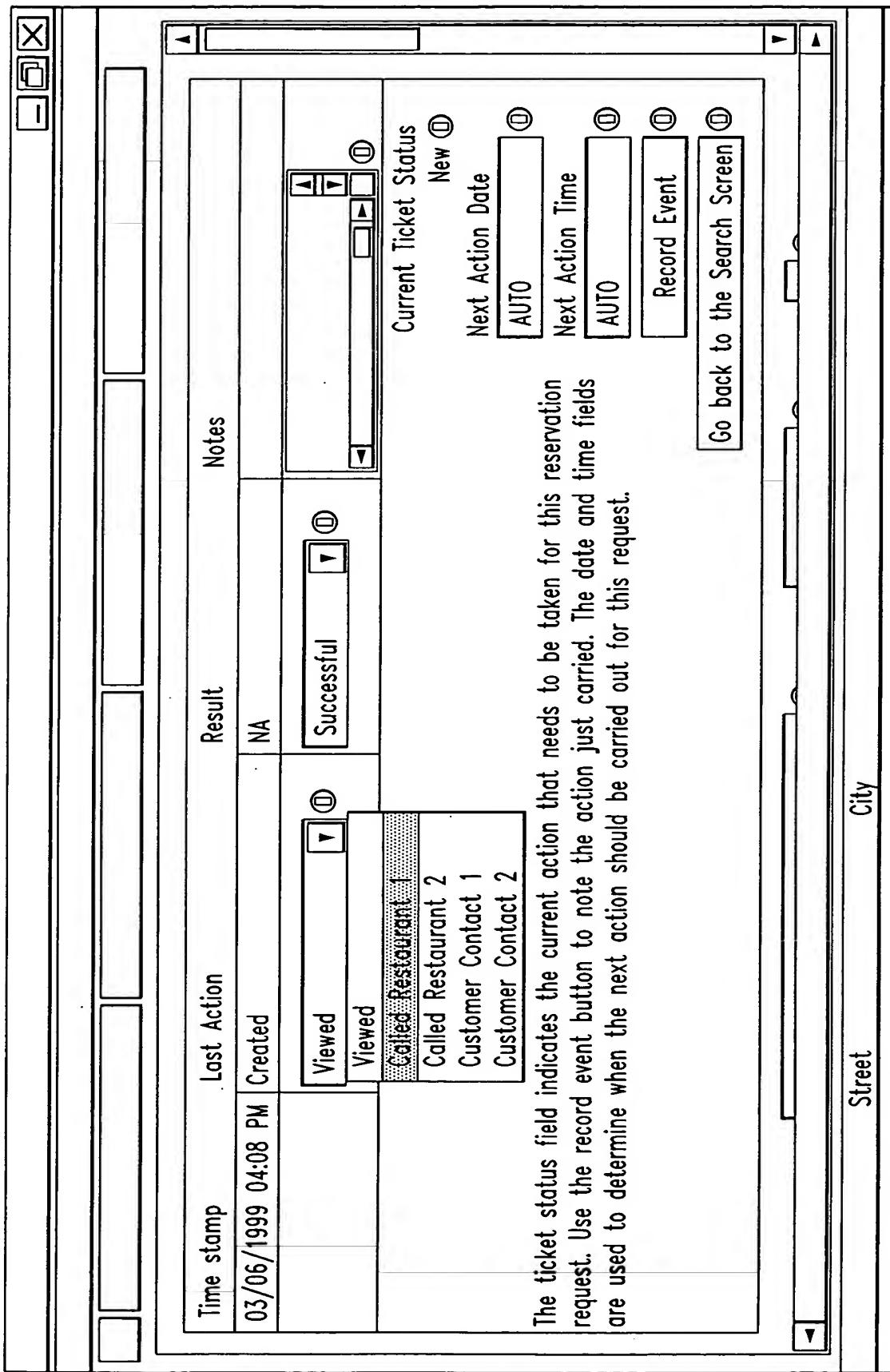


FIG. 9

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Time stamp	Last Action	Result	Notes
03/06/1999 02:21 PM	Created	NA	
03/06/1999 03:17 PM	Called Restaurant 1	Busy	
	Viewed	Successful	<input type="button" value="▼"/> <input checked="" type="radio"/> <input type="button" value="▲"/> <input type="button" value="▼"/> <input checked="" type="radio"/> <input type="button" value="▲"/>

The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Street	City
--------	------

FIG. 10

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Time stamp	Last Action	Result	Notes
03/06/1999 04:08 PM	Created	NA	
03/06/1999 04:20 PM	Called Restaurant 1	Successful	Reservation was available for 8:30pm, 1/2 hour later than requested. They will reserve a private booth. Talked to Jim.
	<input checked="" type="checkbox"/> Viewed	<input checked="" type="checkbox"/> Successful	<input type="button" value="Up"/> <input type="button" value="Down"/> <input type="button" value="Left"/> <input type="button" value="Right"/> <input type="button" value="Delete"/>

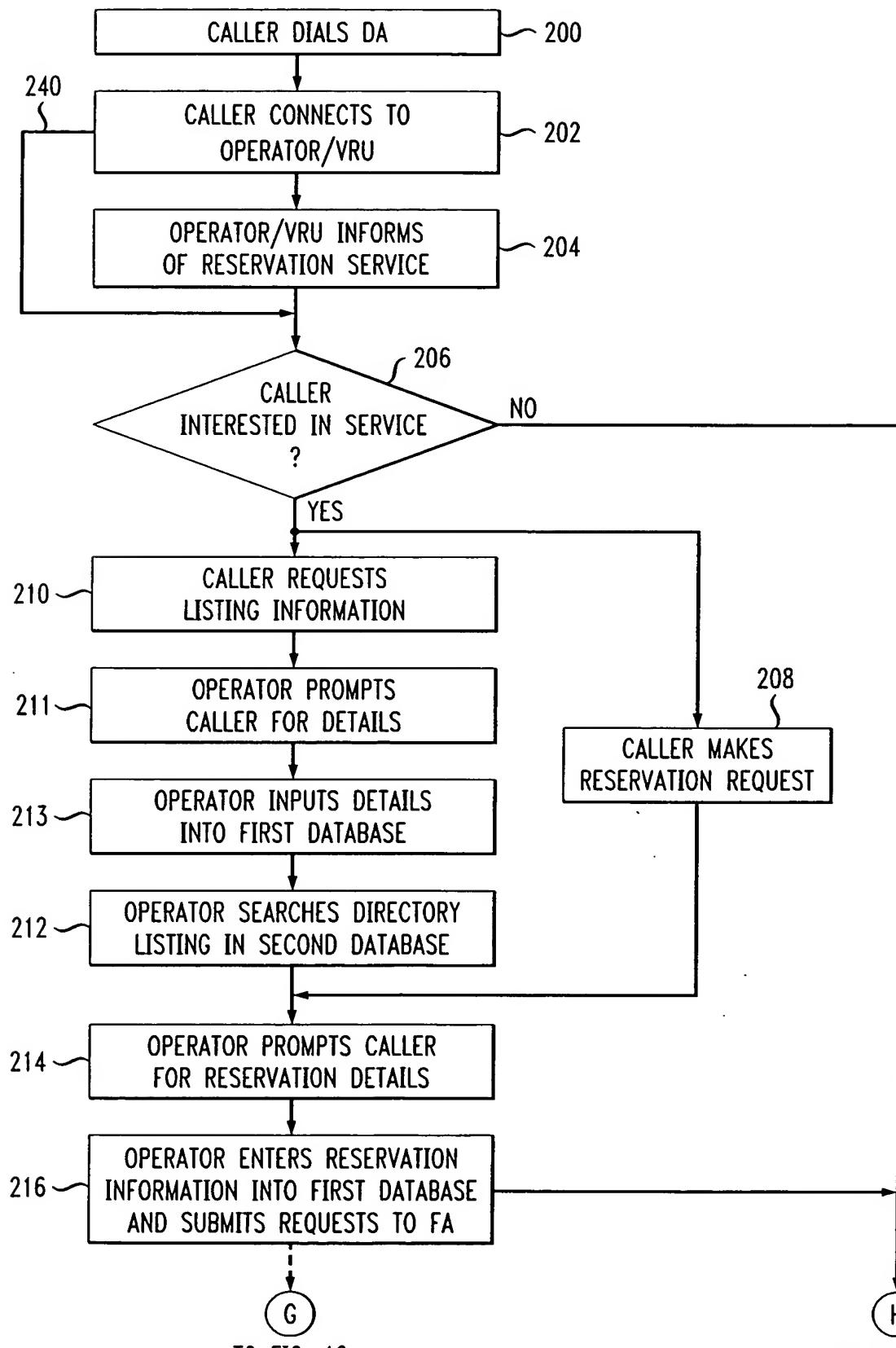
The ticket status field indicates the current action that needs to be taken for this reservation request. Use the record event button to note the action just carried. The date and time fields are used to determine when the next action should be carried out for this request.

Dialed	Last Dialed	Status	Restriction

Current Ticket Status
 Requires Customer Notification
 Next Action Date AUTO
 Next Action Time AUTO

Street City

FIG. 11



TO FIG. 12

TO FIG. 12

FIG. 12

